



IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

APPLICANTS: Mark C. Pace & Thomas W. Cook  
APPLICATION NO.: 09/782,677  
FILING DATE: February 12, 2001  
TITLE: AUTOMATED SERVICE SCHEDULING SYSTEM BASED ON CUSTOMER  
VALUE  
EXAMINER: Jonathan G. Sterrett  
GROUP ART UNIT: 3623  
ATTY. DKT. NO.: 19538-05784

**CERTIFICATE OF MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below:

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**AMENDMENT B**

Sir:

In response to the Office Action mailed July, 12, 2005, please amend the above-referenced application as indicated in the following pages.